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December 17, 2021

## **VIA ELECTRONIC FILING**

The Honorable Jocelyn G. Boyd Chief Clerk and Executive Director Public Service Commission of South Carolina 101 Executive Center Drive, Suite 100 Columbia, South Carolina 29210

Re: Duke Energy Carolinas, LLC's and Duke Energy Progress, LLC's Petition for Limited Waivers and Request for Approval of Updated Service Regulations Docket No. 2021-91-E

Dear Ms. Boyd:

On March 10, 2021, Duke Energy Carolinas, LLC ("DEC") and Duke Energy Progress, LLC ("DEP" and together with DEC, the "Companies") filed their Application in the above-referenced docket requesting a limited waiver of S.C. Code Ann. Regs. 103-339 and 103-321 and Sections III.A.2(a)-(b) of the Companies' Code of Conduct, which would allow the Companies to fully implement the Customer Connect platform.

After discussions with the South Carolina Office of Regulatory Staff, the Companies filed an Amended Petition on August 26, 2021. The Amended Petition requested approval of the updated service regulations to bring DEP in line with DEC's current practices and to promote uniformity across the Companies' service territories, requested approval of the Companies' Quarterly Budget Billing Plan, and requested a waiver of Section III.A.2(a)-(b) of the Companies' Code of Conduct. The Companies also filed a separate request for approval of their Revert to Owner Programs.

On September 17, 2021, ORS filed a letter notifying the Commission it did not oppose the Companies' requests. On October 20, 2021, the Public Service Commission of South Carolina (the "Commission") issued directives approving the Companies' requests for limited waivers, updated service regulations, the Quarterly Budget Billing Plan, and the Revert to Owner Programs.

The Companies are hereby filing two proposed orders memorializing the Commission's approval of the Companies' requests in this docket as set forth in the October 20, 2021 directives.

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The Companies respectfully request that the Commission issue final orders approving the requests in this docket as soon as possible.

By copy of this letter, I am serving all parties of record via electronic mail.

Sincerely,

Katie M. Brown

## Enclosures

cc: Parties of record

David Butler, Special Counsel